

## **EXTERNAL AGENCY LAN SUPPORT**

Effective: March 10, 1993  
Revised: July 13, 2000  
Owner: Darrus McBride

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### **PURPOSE**

To establish the policy for external agency LAN support.

### **SCOPE**

This policy applies to State agencies outside the Division of Information Technology Services.

### **POLICY**

ITS shall provide LAN support to State agencies if resources are available. If resources are not available, the agency may choose to get in the queue for ITS support or obtain support from a consultant or vendor.

Agencies shall be billed for time and materials.

ITS shall honor all existing contracts but will not actively pursue new business with the agencies.

